

IMA Business Process Redesign Program - IMA, in coordination with Army Contracting Agency (ACA) has awarded contracts (Blanket Purchase Agreements (BPAs)) to IBM and Computer Sciences Corporation for the conduct of the IMA Business Process Redesign (BPR) Program. The IMA BPR Program will redesign the business processes for delivering and managing installations in order to gain efficiencies and improve effectiveness, quality, consistency, and standardization. The program has three primary activities: (1) Business process redesign of service delivery and installation management business processes including supporting organizational structures; (2) integration of automated information technologies (current, evolving and new) to enable these improved base support business processes; and, (3) selection, implementation, and integration of an enterprise decision-support management information system to capture performance measurements. The BPAs, which have been awarded for a period of 8 years, will be implemented through the issuance of task orders to plan for and conduct business process redesign. The first task order, which is expected to be awarded on or about 1 October 2004, will collect information related to how services are currently delivered on Army installations. The award of these BPAs is the next step in moving towards redesigning installation business processes for delivering services to better support our constituents.